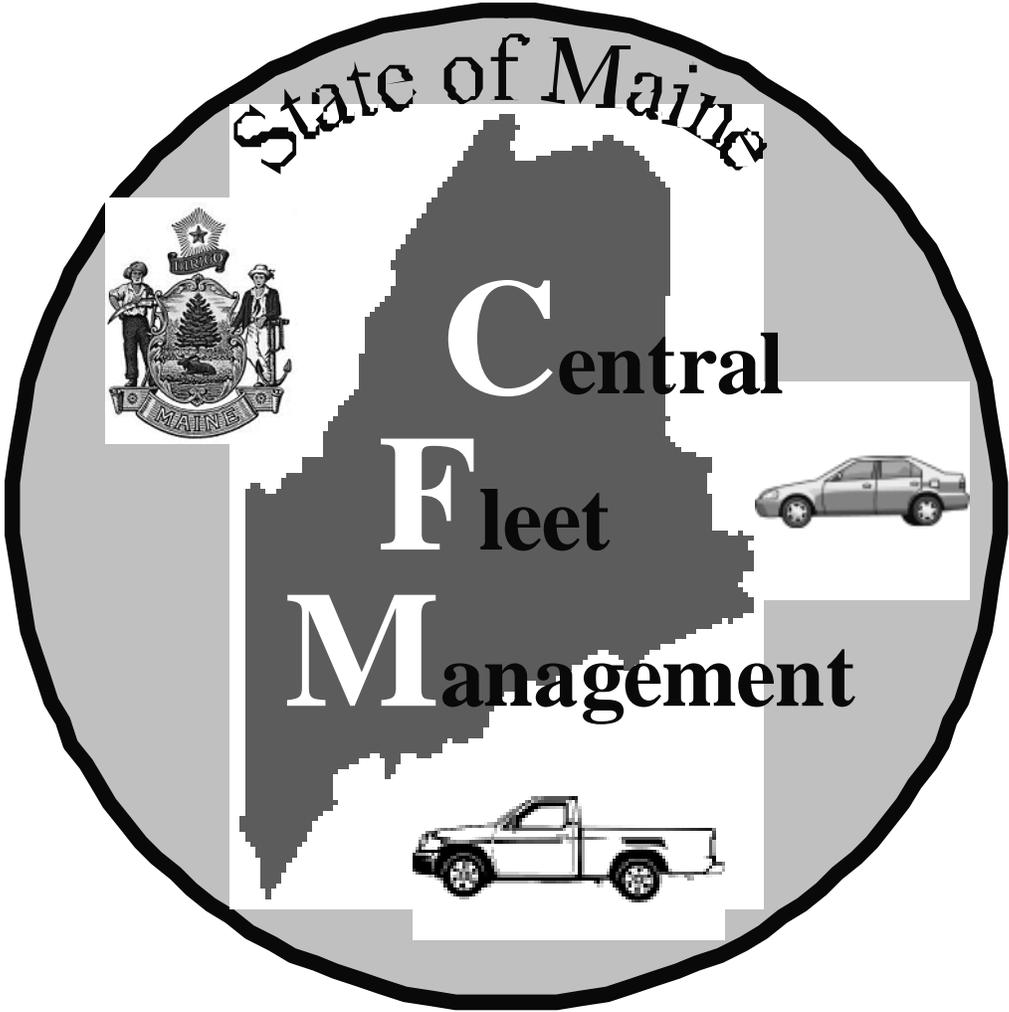


LEASED VEHICLE GUIDE



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A. INTRODUCTION

The Central Fleet Management (CFM) Leased Vehicle Guide describes the CFM policies and procedures which must be followed by all agencies as they operate leased vehicles under Central Fleet.

In addition to CFM policies and procedures, all drivers must follow State laws, Federal laws and State procedures including their own agencies policies and procedures. Failure to follow any of these may result in disciplinary action up to and including discharge by your agency.

This manual is provided to lease customers so they will have a better understanding of the CFM leased vehicle program and can make the best and most economical use of its services. Our pledge is to serve your needs! Please let us know how we can be of service.

1. Contact Information

For other information pertaining to fleet vehicles call the appropriate number listed.

Toll Free (in state only) 1-800-300-7013 press:

- 0 for General Information (287-6992)
- 1 for Maintenance Approvals and Fuel Card Information (287-5521)
- 2 for CFM Stockroom (287-6524)
- 3 for Accounts Payable & Final Procurement Card Payments (287-6993)
- 4 for CFM Garage (287-3327)

Vehicle Rental Reservations 287-7113
Fax 287-6521

Risk Management Division (in the event of an accident or property damage) 287-3351 or 1-800-525-1252

CFM Hours: Monday - Friday

Office	7:30am to 4:30pm
CFM Garage/CFM Stockroom	7:00am to 4:30pm

2. Operator Responsibilities

When a lease is issued, certain obligations and responsibilities are delegated to the operator(s). These are:

- custody of the vehicle
- vehicle security
- scheduling and having all maintenance performed (cost is responsibility of CFM)
- daily care (cost is responsibility of CFM)
- reporting requirements

In addition, it is the responsibility of the operator to drive in a safe and prudent manner. Your safety is our primary concern.

B. PERSONAL USE AND COMMUTING PROHIBITED

The use of State-owned vehicles for commuting, non-official travel or for personal purposes is prohibited by law. There are limited exceptions provided in law to this prohibition. You should never use a state vehicle for commuting, non-official travel or for personal purposes unless you are certain that such use meets the requirements of the law and can identify that section of law that authorizes your exemption. Please refer to State laws, Federal laws, your bargaining contract and/or consult your agencies personnel office for the most current policies and procedures regarding personal use and commuting using State owned vehicles. Also, the IRS requires that any such use be recorded at the time of use and reported yearly. Please contact the State Controller's Office for details regarding IRS reporting.

C. BILL BACK POLICY

1. Overview

CFM furnishes vehicles to agencies for use in the performance of their job duties. The terms by which these vehicles are furnished to agencies requires that the vehicles be returned at the end of their useful life in the same condition, less normal wear.

When it is necessary for CFM to pay for repairs to vehicles, property damage or other expenses it deems outside of normal expenses, CFM may choose to charge (bill back) the using agency for all or a portion of the cost of such expenses. Some examples are outlined below. However, this list is not all inclusive of charges which may be considered billable as above normal costs of operation.

Any such expenses paid for by CFM will be billed to the using agency as an additional charge on our normal vehicle billing or by separate billing if necessary. An attempt will be made to notify using agencies of such charges prior to the billing date. Any dispute regarding these charges should be addressed in writing by memo or email to the Director of Central Fleet. Credits will be issued if necessary.

2. Bill Back Examples (not all inclusive)

- a. Damage or unnecessary repairs caused by negligence, misuse or abuse.
- b. Damage or unnecessary repairs due to non-compliance with standard maintenance schedule.
- c. Installation, removal and repairs to non-standard or unauthorized accessory equipment, i.e. plows, caps, bed covers, caps, racks, hitches, emergency lighting, sirens, decals, etc.
- d. Damage or unnecessary repairs to CFM vehicle caused by, or use of accessory equipment.
- e. Towing due to negligence or abuse, including getting stuck.
- f. Damage or unnecessary repairs caused by improper loading or hauling of materials and/or equipment.
- g. Damage or unnecessary repairs sustained due to pursuit.
- h. Damage or unnecessary repairs caused by off road use to include driving on unpaved roads or on frozen water.
- i. Road calls and associated costs due to vehicle lock outs.
- j. Additional keys or lost keys. CFM provides two sets at no charge with each vehicle.
- k. Unreported damage.
- l. Property damage and/or environmental cleanup caused by any of the bill back examples listed.
- m. Replacement cost for tires, seats, jacks etc. which may be secured or stored by the using agencies.
- n. Agencies requesting to keep current vehicles, and not comply with CFM upgrade or replacement recommendations, will be billed back for all or a portion of the repairs on such vehicles including any costs to repair the vehicles after the lease is terminated. In addition to repairs, the agency may be billed back for any other losses incurred by CFM due to non compliance with our replacement recommendations.

D. MAINTENANCE

1. Augusta Area Vehicles

- Call CFM garage (287-3327) for an appointment.
- If the CFM garage can not repair the vehicle within a reasonable time frame, call CFM at 287-5521 or 1-800-300-7013 for guidance.
- Loaners are available to customers using the CFM Garage. There are a limited number of loaners and there is a minimal charge for loaner use. Customers should seek alternate transportation within their own agency before requesting a loaner vehicle. If a loaner is required, please contact the CFM Rental Office at 287-7113.

2. Non-Augusta Area Vehicles

- Call CFM for guidance and information concerning maintenance, and contracts for services and supplies.
- If the repair or item required for the vehicle is less than \$75.00, prior approval or guidance from CFM is not required. (See payment for services listed below)
- For maintenance repairs expected to exceed \$75.00 call CFM at 287-5521 or 1-800-300-7013 for approval and an authorization number, **before the repair is done.**
- Vehicles scheduled to have service, (cost to exceed \$75.00) during non-business hours must have approval from CFM prior to having work completed.

- Loaner/Rental vehicles may be available from some retail service facilities. The using agency is responsible for all costs associated with the use of another vehicle while their CFM leased vehicle is being repaired. The using agency should also check with Risk Management regarding insurance coverage for such use.
- Payment for Services: CFM personnel are authorized to pay for services with a procurement card (credit card). **The vendor must contact CFM to process any invoice for payment using the procurement card even if the repair is less than \$75.00.** This is CFM's preferred method of payment. CFM will pay for repairs on an open charge account for invoices that can not be processed using the procurement card.
- All invoices must have complete description of work completed, plate number, date of repair, mileage, authorization number (when required) and signature of driver. **State sales tax is not to be included.**
- Invoices should be mailed or faxed (287-6521) to CFM immediately after the work has been completed either by the driver or the vendor. Confirm with vendor(s) as to who will send the invoice to CFM for payment. Invoices paid by the procurement card must have credit card receipt attached.
- All invoices are to be billed to

State of Maine
Central Fleet Management
106 State House Station
Augusta, Maine 04333-0106

3. Driver/Agency Responsibilities

- recognizing vehicle problems
- reporting problems to your supervisor or appropriate departmental staff
- maintaining vehicles based on service schedules provided by CFM
- **calling CFM for authorization to have vehicles repaired when the repair exceeds \$75.00.** You have authorization when you have an authorization number from CFM that is valid for the full amount of the repair.
- making an appointment at the appropriate repair facility for scheduled maintenance or to correct vehicle problems
- transporting the vehicle to and from repair facilities
- **insuring that a valid state inspection sticker is on the vehicle at all times.**
- charging all costs associated with accessory equipment to their agency, unless approved by CFM.

4. CFM Responsibilities

- approving vehicle repairs
- paying for vehicle repairs
- maintaining vehicle records (except vehicle logs and monthly lease reports)
- providing assistance to lease holders on all aspects of vehicle management
- keeping up to date on all contracts related to vehicle repairs and maintenance

5. Preventative Maintenance

a. Monthly

- Check all fluids.
- Check air pressure in tires.
- Wash vehicle as needed (average, 2 per month).
- Visually inspect vehicle.

b. L.O.F. (lube, oil and filter change):

The oil change interval is determined by CFM with input from the using agencies. Schedules vary between 3,000 and 6,000 miles depending on use and location of vehicle. Oil changes should be done once yearly if not driven the required number of miles. Rotate tires at each oil change.

For vehicles with synthetic oil, consult with CFM for proper change interval and procedure.

c. Transmission Service

Vehicles used in severe service such as; plowing, H/D towing or extensive off road 4X4 use should have a transmission service completed annually regardless of miles driven.

d. 40,000 and 80,000 Mile Services

Call CFM prior to 40,000 and 80,000 miles to get a check list for the Major Preventative Maintenance (MPM). CFM will review your maintenance history with you and send you or the maintenance facility a check list of the maintenance items that need to be checked or repaired on your vehicle. This service is very important to you and your vehicle. The service usually takes about one full day, so plan your vehicle use accordingly. The service can be done at CFM's shop or a vendor in your area. **DO NOT PERFORM THIS SERVICE WITHOUT AUTHORIZATION.**

6. Towing

Central Fleet Management will be responsible to pay for towing due to mechanical failure or accident. **Use roadside assistance when applicable.** Any towing charges incurred due to a vehicle getting stuck will be the responsibility of the agency. Towing charges due to parking violations will be the responsibility of the driver/agency.

7. Emergency/Non-Business Hours Repairs

CFM asks all drivers to use their best judgment in these situations. If the vehicle needs to be repaired during non business hours, an emergency repair may be completed to make the vehicle operable, safe, and to avoid further damage to the vehicle, in order that necessary travel may continue without unreasonable delay. The driver must provide the vendor with the proper CFM billing information. If necessary the fuel card supplied with the vehicle may be used to pay for emergency repairs. **The driver must notify CFM the next business day to report the emergency repair.** If you are unable to facilitate the emergency repair you may call State House Building Control 24 hours a day at (207)287-4154. Inform Building Control that you have a CFM vehicle and that you need assistance. They will contact one of our staff to assist you.

E. FUEL CARD USE

1. Overview

The fuel card supplied by CFM is assigned to a specific vehicle and should only be used for that vehicle. The State vehicle plate number is located in the lower left corner of the fuel card. Agencies are responsible to have other credit cards available for all other purchases. **Misuse of the fuel card, or failure to use the card as instructed, may result in your agency being charged an administrative fee to correct the improper use.**

The fuel card issued by CFM is for the purchase of fuel and other minor items required such as: quarts of oil, washer fluid, other vehicle fluids, vehicle washes, etc.. The card should not be used for repairs or other significant purchases unless it is an emergency. The driver must notify CFM the next business day to report the use of the credit card for emergency purchases.

2. Refueling

Please confirm that the state fuel card is accepted before pumping fuel. CFM vehicles, equipped with gasoline engines, are designed to run on regular fuel (87 octane). Premium fuel is not required or cost effective. The fuel card is accepted in all 50 states and Canada. A listing of vendors who offer a discount to the State of Maine is available on our website: <http://www.maine.gov/bgs/centralfleet>.

a. Driver ID and Odometer Reading

A driver id number and the vehicle odometer reading must be entered at the time of refueling. Any driver of a CFM vehicle must know the correct driver id number to use when refueling a CFM vehicle. The driver id number identifies the driver of the vehicle. If a driver is unsure of the driver id number they should use, they should check with their supervisor or contact CFM for assistance.

Drivers should avoid locations that do not prompt for driver id number and odometer reading when refueling. This indicates that the location is not passing the proper level data needed for proper billing. CFM will work with vendors who are interested in upgrading to pass the correct data. The driver or vendor may contact CFM for assistance in this area.

b. Information Required on the Fuel Receipt

All information on the slip, including driver's signature must be legible. The following items must be itemized on the fuel card slip:

Fuel:

- number of gallons of fuel
- price per gallon
- total of purchase
- vehicle mileage

Miscellaneous items:

- quantity of items
- description of items
- total of purchase
- vehicle mileage

All quantities and prices must be itemized and totaled. **State sales tax is not to be included.** It is the driver's responsibility to insure that vendor includes the required information.

3. Fuel Card Declined

If the fuel card is declined by the merchant either at the pump or inside the fueling location, drivers should contact CFM at 287-6997 or 1-800-300-7013, option 1 for assistance during normal business hours to avoid out of pocket payment. In the event that out of pocket payment is necessary, CFM will reimburse drivers for such purchases upon presentation of the original receipt.

4. Lost or Damaged Fuel Cards

If a fuel card becomes lost or damaged it should be reported to CFM immediately. For replacement cards call CFM at 287-6997 or 1-800-300-7013, option 1.

5. Discounts

For a listing of merchants who offer a discount on fuel purchased with the Comdata fuel card, please visit our website <http://www.maine.gov/bgs/centralfleet/index.htm>

F. INSURANCE CARDS

Each vehicle issued from CFM is issued with an insurance card. The insurance card is valid in the United States and Canada. Please contact CFM if your vehicle does not have a valid insurance card.

G. REPORTING ACCIDENTS/INCIDENTS

ALL DAMAGE MUST BE REPORTED. Each CFM vehicle should contain a yellow Accident/Incident Report. Follow the instructions provided on this form in the event of an accident or incident. If you need assistance or do not have a yellow report form, contact Risk Management Division at 207-287-3351 or 1-800-525-1252. Unreported damage may be billed back to the agency. Any accident/incident involving alcohol or illegal drugs may result in suspension from use of CFM vehicles. Any such accident/incident will be reported in writing to the employee's hiring authority.

H. TRAFFIC LAWS

Employees using vehicles on official State business must obey all traffic laws and local parking ordinances. Any fines or penalties, including charges for towing, will be the responsibility of the driver/agency, and not CFM.

I. MONTHLY LEASE REPORTS

Monthly lease reporting procedures will be set based on CFM and agency requirements. Agencies using the Central Fleet Management Monthly Mileage Report and Log Sheet should complete the report as detailed on the log sheet insert. Mileage reports are due by the 10th of each month for the previous month's use. The standard procedure is to charge a \$25.00 fee for late mileage reports. Reports must be submitted even if the vehicle is not used or being repaired at the time reports are due.

J. TRANSPORTING ANIMALS

This policy has been developed to address health and safety concerns that have been brought to the attention of CFM. It is Central Fleet Management (CFM) policy that animals are not permitted in vehicles, unless;

- the animal is a service animal for a person with disability or other medical condition.
- the animal is a law enforcement or search and rescue animal on active duty.
- the animal is being transported by the Department of Agriculture or a law enforcement agency in the line of duty

When transporting animals is required by those authorized to do so it is the agency's responsibility to notify CFM, in advance if possible, of the animal transport requirement. When the animal is being transported in a CFM vehicle assigned for that purpose, notification is not required.

The only other exception is a case of emergency when the life of an animal can only be saved by transporting in a CFM vehicle. Animals transported in the bed of a pickup truck are exempt from this policy, providing they are kenneled or the truck has a full cap that can be secured.

It is imperative that CFM rental customers notify CFM when an animal will be transported or has been transported in a rental vehicle. The next driver or passenger may be one that may have an allergic reaction to the fact that an animal was in the vehicle.

Damage and/or cleaning required due to animals in the vehicle will be a 100% bill back to the agency at CFM shop or commercial rates.

The Risk Management Division has informed CFM that the State might be held liable for any damages or injuries caused by personal pets being transported in state vehicles.

K. STATE OF MAINE VEHICLE SMOKING POLICY

PURPOSE AND FUNCTION

This policy is being implemented statewide due to the serious safety and health conditions that are caused by smoking or being subjected to second-hand smoke. This policy will ensure the safety, health and well being of employees and their passengers during the operation of State owned, leased or rented vehicles.

For purposes of this policy, "vehicle" is defined as any type of automobile, car, bus, truck, van, heavy equipment vehicle, construction vehicle, farm equipment, ferry vessel, airplane, or boat.

Effective May 17, 2004, smoking is not permitted by employees or their passengers while driving or while passengers in the following classifications of vehicles:

1. Vehicles owned, leased or rented by the State of Maine that are not permanently assigned to one employee;
2. Vehicles owned, leased or rented by the State of Maine that are permanently assigned to one employee and used only by that employee, if it is reasonable to expect that the vehicle will, at any time, carry or transport anyone other than the permanently assigned employee, flammable items, animals, or edible products not for personal consumption, regardless of whether any other individuals, flammable items, animals, or edible products are in the vehicle at any given time; and
3. Vehicles owned, leased or rented by the employee that are used for work purposes to carry or transport passengers, flammable items, animals, or edible products not for personal consumption; and
4. Privately owned, leased or rented vehicles that are owned, leased or rented by someone other than the employee that are used for work purposes to carry or transport passengers, flammable items, animals, or edible products not for personal consumption
5. Vehicles operated in construction zones.

Although smoking is permitted in vehicles and circumstances not specified in the above list, employees are strongly discouraged from smoking in other such vehicles due to health and safety concerns.

ENFORCEMENT

Enforcement of this rule shall be by counseling first, followed by progressive discipline, consistent with the terms of applicable collective bargaining agreements or Personnel Rules.

Kenneth A. Walo

Kenneth A. Walo, Director
Bureau of Employee Relations

L. LARGE PASSENGER VAN USE (12-15 passengers)

Central Fleet Management will not lease or rent to any agency or customer a 12 or 15 passenger van for the transportation of school related transportation of high school and younger students. Central Fleet Managements 12 and 15 passenger vans do not meet the requirements of a school bus.

M. VEHICLE TURN-IN PROCEDURE

- **Call CFM before you come to the CFM facility to turn in a vehicle.**
- The following must be completed before the vehicle can be turned in:
 - a) clean the interior of refuse and sweep out as much dirt as possible
 - b) clean out truck bed or vehicle trunk
 - c) remove all necessary equipment that belongs to your department (i.e. Truck caps, two way radios, winches, tool boxes, auxiliary lights, canoe racks, etc.)
- CFM will remove all decals and license plates.
- Registration, credit card and all sets of keys must be turned in with the vehicle.
- Bring the mileage reading as it appears when you arrive at CFM.
- For health and safety reasons, at the time of turn-in, please notify CFM staff if the vehicle has been used to transport animals.